

Customer Commitment

Applications Engineering

Is there a hot runner application on your wish list that you don't see here? DME can help. Our design and applications engineering group consists of professional engineers and experienced designers. Once you provide the information necessary for proper application design and analysis, the DME applications engineering team will go to work diligently analyzing, designing and manufacturing a hot runner system that will best suit your needs and requirements.

Technical Service

DME is proud to say that it is an industry model for technical service coverage and response. The DME technical service department covers the entire United States and Canada, with additional service representatives in Europe, Asia and throughout the world. Because DME knows you need assistance starting, operating, and maintaining hot runner systems it has made a great effort to strategically staff a Technical Service Department that is responsible for the success of DME's molding systems.

Field Sales and Customer Service

When you need a knowledgeable person to help you order parts and components, DME has you covered. Our direct field sales force puts a local sales representative in your area. One who understands your business and can offer valuable assistance in helping you select the molding system best suited to your application and your budget. In addition, DME provides a customer service department that has been extensively trained on all of DME's products and systems, making it easier for you to order and have your questions answered. We can provide you price and delivery information on all DME items quickly and accurately.

To take advantage of any or all of these services, or if you have any questions, problems, or ideas please call DME at:

- 800-626-6653 (U.S.)
- 800-387-6600 (Canada)

Part prints or system design prints may be sent in the following ways:

- appl_eng@dme.net
- 248-544-5707 (U.S.) fax
- 905-677-5280 (Canada) fax

DME offers you a wide range of services from component selection to on-site system installation. Our ever-growing list of services include the ability to:

- Analyze the best system to fit your needs
- Assist in system design
- Perform computerized system analysis and resin qualification before any metal is cut
- Marry your system to the mold base, plates and components required
- Provide quotations for and perform all of the special machining required
- Assemble and wire the system
- Check mechanical fit of all components and perform electrical load testing
- Assist with system start-up and maintenance

All of which gives you ... more time to concentrate on cavities and cores!